

DATE 6/4/2021

PHH MORTGAGE SERVICES  
1 MORTGAGE WAY  
MT LAUREL, NJ 08054 H000243

CUSTOMER ACCOUNT NOTS STATEMENT

MORT NAME ANGELA RUCKMAN  
STREET 837S MAIN ST  
CITY STATE ZIP MANSFIELD, OH, 44907

LOAN NUMBER: [REDACTED]

ACTIVITY FOR PERIOD 01/01/2021 - 06/04/2021

Loan Number	Comment Code	Comment User ID	Comment Date	COMMENTS	
	SNRRES	BLE	05/26/2021	SPECIALIZED HRC PENDING RESOLUTION	
	AFFSIG	(S0	05/25/2021	<div><div>EXHIBIT</div><div>D</div><div>exhibitstickler.com</div></div>	
		59D	05/21/2021		
		7CB	05/21/2021		
		(S0	05/21/2021		
		(S0	05/21/2021		
		(S0	05/21/2021		
	BISFDC	LEO	05/20/2021		
	SFCMVR	5CX	05/18/2021		
		(S0	05/18/2021		
		(S0	05/18/2021		
		941	***		05/17/2021
	RESSUM	KRP	05/14/2021		REPORTED TO MI COMPANY (S-23K)
	RRCOTH	KRP	05/14/2021		REQUEST AND RESOLUTION SUMMARY 3RD PARTY REQUESTED THAT WE RESPOND TO THE QUESTIONS OUTLINED IN THE CORRESPONDENCE AND PROVIDE THE REQUESTED DOCUMENTS. ** REQUESTED TO PROVIDE THE AUTHORIZATION FROM THE BORROWER TO CONSIDER THE REQUEST.
	AFQCPD	KRP	05/14/2021		RESEARCH-OTHER/UNDEFINED
		51D	05/13/2021		LETTER PATH: M: LOAN SUPPORT CORRESPONDENCE RESEARCH DOC 2021 MAY 2021 05-14-2021 MAIL
5EG		05/13/2021			
KXJ		05/13/2021	M: OCWEN-PHH RESEARCH TEAM IMAGING OCWEN-PHH RESEARCH MAIL-ALLOCATION 2021 MAY 05122021 20210512 NOT ICE OF ERROR RAKESH CODED		
RMD		05/13/2021	REASON FOR DELETE: ISSUE WOULD BE ADDRESSED THROUGH RESP20		
	RMD	05/13/2021	REASON FOR DELETE: ISSUE WOULD BE ADDRESSED THROUGH RESP20.		
	S2B	05/13/2021	~ PATH:M: OCWEN-PHH RESEARCH TEAM IMAGING OCWEN-PHH RESEARCH MAIL-ALLOCATION 2021 MAY 05122021 20210512 NOTICE OF ERROR DHARTI CODED		
	S2B	05/13/2021	~ RECEIVED DATE - 051221		
RESACT	RMV	05/12/2021	RESEARCH ACTION TAKEN GP APPROVAL MAIL M: OCWEN-PHH RESEARCH TEAM CLARIFICATION EMAIL 2 ISSUE WOULD BE ADDRESSED THROUGH RESP20.		
RESACT	RMV	05/12/2021	RESEARCH ACTION TAKEN LETTER QC PATH M: OCWEN-PHH RESEARCH TEAM LETTER QC SUBMITTED FOR QC 2021 MAY 2021 05-12-2021 7092845853 CONCERN: DANN REQUESTED FOR LOAN INFORMATION RESPONSE: INFORMED TO PROVIDE AUTHORIZATION LETTER.		

EXHIBIT

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CVVOEC	ZNB	05/11/2021	REFER TO KEMAIL UPDATED ON 5/10/2021	PHH0000244
RESACT	RMV	05/11/2021		
KEMAIL	05L	05/10/2021		
	S3G	05/10/2021	~ M: OCWEN-PHH RESEARCH TEAM IMAGING OCWEN-PHH RESEA RCH RSHREQ 2021 MAY 05/07/2021 GOVIND 7092845853	
SFBACR	8KX	05/07/2021	BORROWER ATTORNEY COMMUNICATION RESOLVED.	
	2K3	05/07/2021	CIE PMT RCVD RETURNED TO BILL PAY/ORIGINATOR RECD ON 03/23/2021 IAO \$470 REJECT REASON NOT ENOUGH TO CURE DEFAULT/UNCERTIFIED FUNDS . CIE PMT RCVD RETURNED TO BILL PAY/ORIGINATOR RECD ON 02/23/2021 IAO \$470 REJECT REASON NOT ENOUGH TO CURE DEFAULT/UNCERTIFIED FUNDS	
	2K3	05/07/2021	THE BANKRUPTCY WAS DISCHARGED ON DATED 2/18/2021 AND THERE IS NO ACTIVE FB PLAN. HENCE BELOW FUNDS WERE REJECTED AND RETURNED. CIE PMT RCVD RETURNED TO BILL PAY/ORIGINATOR RECD ON 04/30/2021 IAO \$470 REJECT REASON NOT ENOUGH TO CURE DEFAULT/UNCERTIFIED FUNDS	
	8KX	05/07/2021	WE RECEIVED RESPA REQUESTS, SUPPORTING DOCS SENT TO RESEARCH MANAGEMENT MSP <RESEARCHMANAGEMENTMSP@MORTGAGEFAMILY.COM> PLEASE REVIEW AND RESPOND	
082	***	05/06/2021	ORIGINAL OWNER      CONDITION ON 05/05/21      GUARDI	
	8KX	05/06/2021		
	8KX	05/06/2021		
MODIWR	5BZ	05/05/2021	MODINQUIRY INTERNAL WIF REVIEW MIRCAC 05/04/2021	
	(S0	05/05/2021		
	(S0	05/05/2021		
	(S0	05/05/2021		
	(S0	05/05/2021		
	(S0	05/05/2021		
	58W	05/05/2021		
082	***	05/04/2021	ORIGINAL OWNER      CONDITION ON      GUARDI	
KEMAIL	05L	05/04/2021		
MIRCAC	5Q5	05/04/2021	MOD INQUIRY REVIEW IS COMPLETED AND CLOSED MIWRFR DT:050321 REQ:WAGHWARE SATISH S DEPT:FORECLOSURE RESPONSE:-WITH REGARDS TO BELOW INQUIRY, PLEASE BE ADVISED THAT, AS PER THE INFORMATION AVAILABLE IN THE SYSTEM, THE AGREEMENT WAS RECEIVED ON 1/19/2021. ALSO WE DON'T SEE MOD INQ RECEIVED GEN QUERY REV & COMPLETED	
MIRGQC	5Q5	05/04/2021		
SCCIEP	2D5	05/04/2021	CIE PMT RCVD RETURNED TO BILL PAY/ORIGINATOR RECD ON 04/30/2021 IAO \$470 REJECT REASON NOT ENOUGH TO CURE DEFAULT/UNCERTIFIED FUNDS	
	58W	05/03/2021	1. ADVISE WHEN PHH RECEIVED THE SIGNED LOAN MODIFICATION AGREEMENT FROM THE BORROWER. THE DOCUMENT SAVED IN LOANS PAN ON 1/20/2021. 2. CAN YOU CONFIRM THAT THE FEBRUARY 22 PAYMENT WAS RETURNED DUE TO THE LOAN MODIFICATION BEING DENIED?	
ERPREV	5UE	04/30/2021		
FCNOTE	58W	04/30/2021		
FCNOTE	5FS	04/30/2021		
KEMAIL	05L	04/28/2021		
LTINVA	8MJ	04/28/2021		
	(S0	04/28/2021		
	(S0	04/28/2021		
CFMGUP	5ZP	04/27/2021		
FCFBHA	5ZP	04/27/2021		

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1. *Journal of the American Medical Association*, 2000; 284: 2689-2695.

MIRGQC	5Q5	03/24/2021	MOD INQ RECEIVED GEN QUERY REV & COMPLETED	PHH0000246
	(S0)	03/24/2021		
	BY2	03/23/2021	~ DENIAL REVERSAL WAS APPROVED AND BRW WAS ADVISED TO SEND TOTAL AMT \$873.93. BRW SENT \$470 ON 03/10/21, WHICH WAS REJECTED AND SHE HAS ALSO SEND ONE MORE PAYMENT ON 03/21/21, WHICH IS NOT SHOWING ON OUR SYSTEM YET. PLEASE UPDATE SOME FLAG SO THAT FUND \$ RE NOT RETURNED	
	(S0)	03/19/2021		
	(S0)	03/19/2021		
	(S0)	03/17/2021		
	(S0)	03/17/2021		
941	***	03/15/2021	REPORTED TO MI COMPANY (S-23K)	
NLDOCI	94A	03/10/2021	NON LOSS MITIGATION RELATED DOCUMENTS IMAGED	
NLDOCI	9GU	03/10/2021	NON LOSS MITIGATION RELATED DOCUMENTS IMAGED	
NLDOCI	9TS	03/10/2021	NON LOSS MITIGATION RELATED DOCUMENTS IMAGED	
NLDOCR	94A	03/10/2021	NON LOSS MITIGATION RELATED DOCUMENTS RECEIVED	
NLDOCR	9GU	03/10/2021	NON LOSS MITIGATION RELATED DOCUMENTS RECEIVED	
NLDOCR	9TS	03/10/2021	NON LOSS MITIGATION RELATED DOCUMENTS RECEIVED	
SCCIE	2D5	03/10/2021	CIE PMT RCVD RETURNED TO BILL PAY/ORIGINATOR RECD ON 02/12/2021 IAO \$470 REJECT REASON NOT ENOUGH TO CURE DEFAULT/UNCERTIFIED FUNDS **PLEASE DISREGARD COMMENT OF 02/18/21**	
MIRCAC	5W0	03/08/2021	MOD INQUIRY REVIEW IS COMPLETED AND CLOSED MIWRF/RESMOD DT:02/26/2021, REQ:ANTHONY DSO, REQ. DEPT: SPECIALIZED HOME RETENTION, RESPONSE: WITH REGARDS TO THE MIWRF REQUEST, PLEASE BE ADVISED THAT, WE HAVE RAISED P FLAG IN SAF1 FOR ACCEPTING PAYMENT NTS ON MOD INQ RECEIVED GEN QUERY REV & COMPLETED	
MIRGQC	5W0	03/08/2021		
	BY2	03/08/2021	~ THIS IS TO RESPONSE TO PREVIOUS RESPONSE OF MIWRF COMMENT - BRW IS SENDING FUNDS \$873.93. PLEASE UP DATE ACCOUNT WITH NECESSARY CODES SO THAT FUNDS ARE NOT RETURNED. THANKS	
MIRCAC	5W0	03/05/2021	MOD INQUIRY REVIEW IS COMPLETED AND CLOSED MIWRF/RESMOD DT:02/26/2021, REQ:ANTHONY DSO, REQ. DEPT: SPECIALIZED HOME RETENTION, RESPONSE: WITH REGARDS TO MIWRF INQUIRY, PLEASE BE ADVISED THAT, TO REVERSE/OVERTURN DENIAL FOR MOD PLAN, WE NEEDED MGRAPR ~ VERSAL. KINDLY REVERT, ONCE MENTIONED CRITERIA'S ARE FULFILLED. NOTE THAT, AGREEMENT IS GETTING OCCUPASS ON THIS LOAN.	
	5W0	03/05/2021		
MAADTP	802	03/04/2021	MOD ADMIN ADHOC TASK PERFORMED	
062	***	03/03/2021	ORIGINAL OWNER CONDITION ON 030221 GUARDI	
MAEMQR	5K4	03/03/2021	MOD ADMIN EMAIL QUERY RESPONDED/WORKED RECEIVED FROM MOD INQUIRY AND RESPONDED	
MIRPFR	5W0	03/03/2021	MODIFICATION INQUIRY RECEIVED PENDING FOR REVIEW LOAN FORWARDED FOR PAYMENT CONFIRMATION. WE ARE WORKING ON DENIAL REVERSAL REQUEST AND WILL REVERT YOU WITH RESPONSE.	
	(S0)	03/03/2021		
	(S0)	03/03/2021		
MIRPFR	5W0	03/02/2021	MODIFICATION INQUIRY RECEIVED PENDING FOR REVIEW LOAN FORWARDED TO AQC SPOC FOR FURTHER ASSISTANCE. WE ARE WORKING ON DENIAL REVERSAL REQUEST AND WILL REVERT YOU WITH RESPONSE.	
MIRPFR	5W0	03/01/2021	MODIFICATION INQUIRY RECEIVED PENDING FOR REVIEW LOAN FORWARDED TO AQC SPOC FOR FURTHER ASSISTANCE. WE ARE WORKING ON DENIAL REVERSAL REQUEST AND WILL REVERT YOU WITH RESPONSE.	
MIRCAC	5Q5	02/26/2021	MOD INQUIRY REVIEW IS COMPLETED AND CLOSED MIWRF DT:022521, REQ:DSOUZA, ANTHONY DEPT: SPECIALIZED HOME RETENTION RESPONSE - WITH REGARDS TO BELOW INQUIRY, PLEASE BE ADVISED THAT, THE AGREEMENT WAS RECEIVED POST TO DUE DATE HENCE IT CANNOT BE ACCEPTED. AS THE LAST DATE FOR MOD INQ RECEIVED GEN QUERY REV & COMPLETED	
MIRGQC	5Q5	02/26/2021		
	BY2	02/26/2021		
LMMGRA	BZ7	02/25/2021		
SCCIE	2D5	02/25/2021	CIE PMT RCVD RETURNED TO BILL PAY/ORIGINATOR RECD ON 02/23/2021 IAO \$470 REJECT REASON NOT ENOUGH TO CURE DEFAULT/UNCERTIFIED FUNDS	

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SNRRS	BY2	02/25/2021	SPECIALIZED HRC PENDING RESOLUTION SNRRS CODE UPDATED TO TRACK FINAL MOD DEAL, BECAU SE LOAN SNT FOR LMMRA TO REVERSE DENIAL
	BY2	02/25/2021	~ PLEASE REVERSE MOD DENIAL BECAUSE PLEASE HAVE THE ACCOUNT REVIEWED FOR DENIAL REVERS AL
	(S0)	02/24/2021	
DLDTSK	22J	02/23/2021	DLD TEAM PLAYER WORKING ISSUE FROM TASKING CASH MGMT RECVD: 1 DATE RECVD: 02/23 CHECK DATED: 02/23 CHECK AMOUNT: \$470.00 REQUESTED CM TO RETURN: NOT ENOUGH TO CURE DEFAULT: FUNDS UNIDENTIFIED
TAREXC	39Q	02/23/2021	TAR EXCEPTION REVIEW COMPLETED INCORRECT DUE DATE IN MSP - DUE DATE CHANGED FROM 01-21 TO 02-21
BKINFO	520	02/18/2021	BK REVIEW COMPLETED WORKED ON CH 7 DISCHARGED INDICATOR VALIDATION REP ORT.
SCCIER	2D5	02/18/2021	CIE PMT RCVD RETURNED TO BILL PAY/ORIGINATOR RECD ON 02/12/2021 IAO \$0.01 REJECT REASON ST MORE THAN 60 DAYS
	(S0)	02/17/2021	
	(S0)	02/17/2021	
	(S0)	02/17/2021	
941	***	02/15/2021	REPORTED TO MI COMPANY (S-23K)
SDNPVA	LEO	02/15/2021	NPV = \$58883.8
LTINVA	5V0	02/11/2021	
LTINVA	5V0	02/11/2021	
AFFSIG	59D	02/10/2021	
	(S0)	02/10/2021	
	(S0)	02/10/2021	
	(S0)	02/10/2021	
	(S0)	02/10/2021	
SFCMVR	5CX	02/05/2021	
082	***	02/04/2021	ORIGINAL OWNER      CONDITION ON 020321      GUARDI
AFFASS	51D	02/04/2021	
AFQCFN	9V5	02/04/2021	
FCMHTR	58A	02/04/2021	
	51D	02/04/2021	
	58A	02/04/2021	
	(S0)	02/03/2021	
	(S0)	02/03/2021	
	(S0)	02/03/2021	
FCNOTE	58W	02/01/2021	
	(S0)	01/29/2021	
	(S0)	01/29/2021	
	(S0)	01/29/2021	

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MOD INQ RECEIVED GEN QUERY FOR REVIEW

21-cv-00000

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BMB Doc #: 01-4 Filed: 06/24/22 Page 3 of 23

MOD AGREEMENT RECEIVED AND REVIEW COMPLETED

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~ INFORM THE BORROWER THAT THE LOAN MODIFICATION IS ALREADY DENIED AND CANNOT BE REVIEWED FOR MODIFICATION

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PHH000249

FCPROC	7CB	01/19/2021	[REDACTED]		LM BORROWER SIGNED FL LOCATION
	5Z7	01/19/2021	[REDACTED]		MOD AGREEMENT ACCEPTED DURING INITIAL REVIEW
	5Z7	01/19/2021	[REDACTED]		DENIAL LETTER DOES NOT CONTAIN APPEAL/CONDITIONAL MARKETING
	706	01/19/2021	[REDACTED]		
LMBNFL	(S0	01/19/2021	[REDACTED]		
	(S0	01/19/2021	[REDACTED]		
	(S0	01/19/2021	[REDACTED]		
	(S0	01/19/2021	[REDACTED]		
MODAAI	(S0	01/19/2021	[REDACTED]		
	(S0	01/19/2021	[REDACTED]		
	(S0	01/19/2021	[REDACTED]		
	(S0	01/19/2021	[REDACTED]		
PFCE12	(S0	01/19/2021	[REDACTED]		
	***	01/15/2021	[REDACTED]		REPORTED TO MI COMPANY (S-23K)
	8ZF	01/15/2021	[REDACTED]		PI STATUS CHANGED FROM T TO X
	8ZF	01/15/2021	[REDACTED]		MODIFICATION NOT COMPLETE
MATMCL	8ZF	01/15/2021	[REDACTED]		MOD ADMIN TEMPLATE CLOSED
	8ZF	01/15/2021	[REDACTED]		~ LOAN IS DENIED, KINDLY UTILIZED THE SUSPENSE AMOUN T TOWARDS CONTRACTUAL PAYMENT AND ROLL THE DUE DAT ES ACCORDINGLY
	HUZ	01/15/2021	[REDACTED]		SUSESC TASK REJECTED - LOAN HAS "FC" STOP. PLEASE CONTACT FORECLOSURE TEAM AND REQUEST THEM TO OPEN TASK
	MAB	01/12/2021	[REDACTED]		MODIFICATION TRIAL NR EXPIRATION ADDED IN WIP LIST BY MODIFICATION BOTPROJECT ON 01/12/2021 @ 08:28: 21 AM.
	(S0	01/06/2021	[REDACTED]		
	(S0	01/06/2021	[REDACTED]		
	(S0	01/05/2021	[REDACTED]		
	(S0	01/05/2021	[REDACTED]		
	(S0	01/05/2021	[REDACTED]		
	(S0	01/05/2021	[REDACTED]		
	(S0	01/05/2021	[REDACTED]		
	***	01/04/2021	[REDACTED]		ORIGINAL OWNER      CONDITION ON 010121    GUARDI

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MORT NAME	ANGELA RUCKMAN
STREET	837S MAIN ST
CITY STATE ZIP	MANSFIELD, OH, 44907

## CUSTOMER ACCOUNT NOTS STATEMENT

LOAN NUMBER: 7092845853

ACTIVITY FOR PERIOD 01/01/2020 - 12/31/2020[illegible]

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(S) 12/10/2020  
 (S) 12/10/2020  
 58A 12/10/2020  
 (S) 12/08/2020  
 (S) 12/08/2020  
 (S) 12/08/2020  
 (S) 12/07/2020  
 (S) 12/07/2020  
 (S) 12/07/2020  
 (S) 12/07/2020  
 (S) 12/07/2020  
 (S) 12/07/2020

082

ORIGINAL OWNER CONDITION ON 120220 GUARDI

SPECIALIZED HRC PENDING RESOLUTION

\*\*\* 12/03/2020  
 VAG 12/01/2020

SNRRS

(S) 12/01/2020  
 58A 11/30/2020  
 58A 11/30/2020  
 58A 11/30/2020  
 500 11/30/2020

FCMDDT  
 MEDFEE  
 MEDSTA  
 MODIWR

MODINQUIRY INTERNAL WIF REVIEW MOD INQUIRY RESPONDED DATE:11/25/20

(S) 11/30/2020  
 (S) 11/30/2020  
 (S) 11/30/2020  
 (S) 11/30/2020  
 (S) 11/30/2020  
 (S) 11/30/2020  
 (S) 11/30/2020  
 (S) 11/30/2020  
 (S) 11/30/2020  
 58A 11/30/2020

MIRCAC  
 MIRGQC

MOD INQUIRY REVIEW IS COMPLETED AND CLOSED MIWRFR/RESMOD DT: 11/23/2020, REQ. DEPT:HOME RETENTION, REQ.:GEORGE, VANESSA  
 <VANESSA.GEORGE@OCWEN.C OM>. RESPONSE :WITH REFERENCE TO THE MIWRFR INQUIRY, PLEASE BE ADVISED THAT, BORROWER NEED TO RETURN SIGN  
 MOD INQ RECEIVED GEN QUERY REV & COMPLETED

(S) 11/25/2020

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FCMHCT	(S0)	11/25/2020	[REDACTED]		MOD INFO RECEIVED GEN QUERY FOR REVIEW
	(S0)	11/25/2020			
	58A	11/24/2020			
	(S0)	11/24/2020			
	(S0)	11/24/2020			
	(S0)	11/24/2020			
MIRGQR	58A	11/24/2020	[REDACTED]		BR REQUESTING MORE TIME TO HAVE MOD REVIEW AND SEND BACK TO US.
	VAG	11/23/2020			
	(S0)	11/23/2020			
	(S0)	11/23/2020			
	(S0)	11/23/2020			
	VAG	11/23/2020			
LMFQCR	941	11/16/2020	[REDACTED]		REPORTED TO MI COMPANY (S-23K) LOSS MITIGATION FINAL QC REVIEWED 1-UC90K-11042020 ORIGINAL OWNER      CONDITION ON 110620      GUARDI
	55F	11/10/2020			
	082	11/09/2020			
	(S0)	11/06/2020			
	(S0)	11/06/2020			
	(S0)	11/06/2020			
899	5DV	11/05/2020	[REDACTED]		1ST MOD PAYMENT DUE BY 01-DEC-20. NEW AMORTIZING UPB IS \$58,552.36. PRE-MODIFICATION UPB \$51,720.69. DEFERMENT AMOUNT IS \$.00. NEW MATURITY AND COST, AND \$3,718.00 OF OTHER ADVANCES. NEW SLM MOD PAYMENT IS \$469.12 WHICH CONSISTS OF PRINCIPAL AND INTEREST IN THE AMOUNT OF \$301.17, ESCROW IN DATE IS 01-OCT-35. TOTAL AMOUNT BEING CAPITALIZED IS \$6,831.67. TOTAL CAPITALIZED AMOUNT INCLUDES: \$3,113.67 OF DELINQUENT INTEREST, \$.00 OF FCL FEES ESCROW PAYMENT OF \$.00. PROPERTY VALUE AS OF 04-NOV-20 IS \$106,000.00. PRE-HAMP DTI WAS 0% AND POST HAMP DTI IS 0%. OF \$.00, MONTHLY NET INCOME OF \$.00, PRE-MODIFICATION MONTHLY PRINCIPAL AND INTEREST PAYMENT OF \$419.48, AND PRE-MODIFICATION MONTHLY THE AMOUNT OF \$155.03, AND ESCROW SHORTAGE IN THE AMOUNT OF \$12.92. FINAL INTEREST RATE IS FIXED AT 2.875%. CALCULATIONS BASED ON MONTHLY GROSS INCOME UC5DV: FINAL SLM MOD TO BE SENT VIA 2 DAY MAIL. NEED SIGNED MOD BACK BY 19-NOV-20. IN ADDITION TO ALL TRIAL PAYMENTS (AS APPLICABLE) BEING RECEIVED. UC90K: FINANCIAL INFORMATION AS ON 11/4/2020 12:00:00 AM: MONTHLY INCOME = 0.00 MONTHLY EXPENSES = 583.54(INCLUDES MORTGAGE)
	5DV	11/05/2020			
	5DV	11/05/2020			
	5DV	11/05/2020			
	5DV	11/05/2020			
	5DV	11/05/2020			
SLLMLT	5DV	11/05/2020	[REDACTED]		LOAN MOD TYPED
	5DV	11/05/2020			
	5DV	11/05/2020			
	5DV	11/05/2020			
	5DV	11/05/2020			
	5DV	11/05/2020			
FCLMVA	90K	11/04/2020	[REDACTED]		MODIFICATION CLARIFICATION CLARI SENT
	90K	11/04/2020			
	SIG	11/01/2020			
	SIG	11/01/2020			
	(S0)	11/01/2020			
	SIG	11/01/2020			
CFMGUP	5ZP	10/30/2020	[REDACTED]		
	SPMNOT	10/30/2020			

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		~ MODIFICATION QUOTE	
SIG	10/30/2020		
SIG	10/29/2020		
(S0	10/29/2020		
(S0	10/29/2020		
(S0	10/29/2020		
(S0	10/29/2020		
(S0	10/29/2020		
8XD	10/27/2020		
8XD	10/27/2020		
7WP	10/26/2020	INBND NON RPCSPDPAY ON RPY/TRL	
***	10/26/2020	PLAN KEPT	
BHK	10/26/2020	CALL DRIVER CATEGORY: PAYMENT. SUB-CATEGORY: MAKE PAYMENT - SPEEDPAY. SOURCE: CMS	
BHK	10/26/2020	TALKED TO TARYN ALLRED. CUSTOMER TYPE: NON AUTHORIZED THIRD PARTY. SOURCE: CMS	
7WP	10/26/2020	CALL ENDED WITH REPRESENTATIVE	
7WP	10/26/2020	MEDIATION CUSTOMER CONTACT/ATTEMPT ADDED NOTES TO OPENED CLOSED ICASEWORK OCCMSP - UN -AUTHORIZED THIRD PARTY COMPLAINT 44199942 LOAN NUMBER092845853	
7WP	10/26/2020	MEDIATION CUSTOMER CONTACT/ATTEMPT NON ATP KAREN ALLRED COULDN'T VERIFY YET ONLY WANT ED TO MAKE A PAYMENT, COULDN'T GIVE HER SPECIFICS, SHE MADE A PAYMENT OF \$1K WHICH WILL BE APPLIED T O THE ACCOUNT ACCORDING TO WHAT IS GOING ON WI TH THE ACCOUNT. WU SPEEDPAY , NO FEE, EMAIL INBOUND CALL	
7WP	10/26/2020	AGENT ID: KULSHRH NOTES: INBOUND CALL. SOURCE: CMS	
BHK	10/26/2020	SPEEDPAY COMMENT SPAY XNET \$1,000.00 (\$1,000.00+\$0.00 SPAY FEE) PAYMENT MADE 10/26/2020 11:29:39 AM CONF#29576052 ACCT:5586 BANK:RICHLAND TRUST, A DIVISION OF THE PARK NATIONAL BA	
IV2	10/26/2020	SPEEDPAY FEE WAIVED FOR TRIAL PAYMENT	
7WP	10/26/2020	AGENT ID: KULSHRH NOTES: CALL TRANSFERRED. SOURCE: CMS	
BHK	10/26/2020	~ NOAU WANT TO MAKE THE PMT TR THE CALL	
BHK	10/26/2020	INBND NON RPCNO ARRANGEMNT MADE	
7HP	10/22/2020	TO IVR	
7HP	10/22/2020	CALL DRIVER CATEGORY: PAYMENT. SUB-CATEGORY: PAYMENT INQUIRY. SOURCE: CMS	
BS3	10/22/2020	TALKED TO KAREN ALLRED. CUSTOMER TYPE: NON AUTHORIZED THIRD PARTY. SOURCE: CMS	
7HP	10/22/2020	TALKED TO KAREN ALLRID. CUSTOMER TYPE: NON AUTHORIZED THIRD PARTY. SOURCE: CMS	
BS3	10/22/2020	TRANSFER TO INTERNAL DEPARTMENT KAREN ALLRID CALLED IN, INFORMED NO AUTH FOR HER, NOAU WAS UPSET STATING SHE WAS UNABLE TO MK PAYMENT T ON IVR, AS PER CMS XFERRED THE CALL TO POC	
BS3	10/22/2020	CMS-CUSTOMER EXPRESSED DISSATISFACTION ON CALL	
7HP	10/22/2020	AGENT ID: PEREHECT NOTES: INBOUND CALL. SOURCE: CM S	
BS3	10/22/2020	AGENT ID: RAISACHI NOTES: INBOUND CALL. SOURCE: CM S	
7HP	10/22/2020	CONVENIENCE FEE WAIVED DUE TO TRIAL PAYMENTS. SOURCE: CMS	
7HP	10/22/2020	SPEEDPAY FEE WAIVED FOR TRIAL PAYMENT	
7HP	10/22/2020	TRANSFER CALL	

TRNS	BS3	10/22/2020	AGENT ID: RAISACHI NOTES: CALL TRANSFERRED. SOURCE : CMS
	7HP	10/22/2020	NON AUTH CALLED TO MAKE APAYMENT FOR THE CLIENT SI NCE SHE WAS AT THE HOSPITAL .. I WAS ABOUT TO PRO CESS BUT SHE ONLY HAD HAD DEBIT CARD.. NO ACCOUNTI NFORATION PROVIDED...FOLLOW CMS.. PROVIDED HER THE IVR AND ALSO TRANSFER TO IVR.
	WEB	10/22/2020	ICW CASE CLOSED: 44199942 CCMSP TECHNOLOGY IVR COMPLAINT ISSUE CLOSED TRANSFERRED TO BUSINESS UNIT NOT IN ICW DATE CLOSED: 10/22/2020
	WEB	10/22/2020	ICW CASE OPENED: 44199942 CCMSP TECHNOLOGY IVR UNABLE TO MAKE PAYMENT COMPLAINT TARGET CLOSE DATE: 11/21/2020
941	***	10/15/2020	REPORTED TO MI COMPANY (S-23K)
	(S0	10/07/2020	[REDACTED]
	(S0	10/07/2020	
	***	10/05/2020	ORIGINAL OWNER CONDITION ON 100320 GUARDI
082	58A	10/02/2020	[REDACTED]
FCMDDT	58A	10/02/2020	
FCMHCT	(S0	10/02/2020	
	(S0	10/02/2020	
	(S0	10/02/2020	
	(S0	10/02/2020	[REDACTED]
	58A	10/02/2020	
CFMGUP	50S	10/01/2020	
FCFBHA	50S	10/01/2020	
	(S0	10/01/2020	
	(S0	10/01/2020	[REDACTED]
	(S0	10/01/2020	
	5XS	09/30/2020	
	(S0	09/30/2020	
	(S0	09/30/2020	
	(S0	09/30/2020	
	(S0	09/30/2020	
	(S0	09/29/2020	
	(S0	09/29/2020	
	(S0	09/29/2020	
	(S0	09/29/2020	
	(S0	09/29/2020	
	(S0	09/29/2020	
	(S0	09/28/2020	
	(S0	09/28/2020	
LTINVA	9PY	09/23/2020	

~ HELD DATE: 9/28/2020 RESULT: I ATTENDED A TELEPHONE HEARING WITH ANDREA CLARK. I CALLED THE BORROWER, NO ANSWER; RELAYED THAT BORROWER WAS ON THREE MONTH PLAN (SEPT, OCT A ND NOV) AND THAT FIRST PAYMENT MADE; FOLLOW UP PHO NE HEARING SET FOR 11/23 @ 1:30 PM.

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901	AMA	08/12/2020	CHANG PLAN 01: 03 PMTS. TOT 1407.45, END 11/01/20	PHH000256
942	AMA	08/12/2020	PI STATUS CHANGED FROM N TO T	
ERPREV	5LZ	08/12/2020		
ERPREV	5LZ	08/12/2020		
LMMTRC	5A0	08/12/2020	MOD TRNG DOCS EVAL COMPLETED	
MIRCAC	800	08/12/2020	MIWFR 08/11/2020 LOSS MIT QUALITY CONTROL HENRIQUE ES, LYNDON <LYNDON.HENRIQUES@OCWEN.COM>- RESPONSE : - WITH REGARDS TO QUERY RAISED, IDESK NO.: 2599389 166, MAA FORM SIGNED & DATED 07/13/2020 RECEIVED, WE SEE NEW MOD PLAN APPROVED ON 08/11/2020, SO NO FURTHER ACTION TAKEN - DOC MOD INQ RECEIVED GEN QUERY REV & COMPLETED	
MIRGQC	800	08/12/2020		
	(S0	08/12/2020		
899	5DV	08/11/2020	FROM 01+SEP-20 TO 01-NOV-20. TRIAL PAYMENT IS \$469.15. CALCULATIONS BASED ON GROSS INCOME OF \$.00, NET INCOME OF \$.00, PRE-MOD PRINCIPAL AND INTEREST PAYMENT OF \$419.48, AND PRE-MOD ESCROW PAYMENT OF \$.00. PROPERTY VALUE AS OF 06-AUG-20 IS \$106,000.00.	
899	5DV	08/11/2020	UC5DV: TRIAL SLM MOD TO BE SENT. DOCS/CHECK NEED TO BE SENT BACK BY 30-SEP-20. TRIAL PERIOD WILL BE	
899	90F	08/11/2020	UC90F: FINANCIAL INFORMATION AS ON 8/11/2020 12:00:00 AM: MONTHLY INCOME = 0.00 MONTHLY EXPENSES = 575.13(INCLUDES MORTGAGE)	
942	5DV	08/11/2020	MOD: PROG SLM1 STAT EL STAT DATE 08/11/20 RSN MOD STAT CHANGED FROM TO EL	
LMATPL	5DV	08/11/2020	APPROVED TRIAL PLAN - PRIV LOAN	
LMBTPS	5CO	08/11/2020	LOSS MITIGATION BOT TEST PASS 90 PLUS DELEGATED LOAN	
LMDOCC	5L0	08/11/2020	LM DOC INTAKE REVIEW COMPLETED	
LMINEC	90F	08/11/2020	INITIAL ESCROW COMPLETED	
LMMTRR	5L0	08/11/2020	MOD TRNG DOCS SENT FOR REVIEW	
LMSCCP	90F	08/11/2020	SPECIALIST CONFIRMED COMPLETED PKG	
MOADD	5DV	08/11/2020	LOAN MODIFICATION ADDED EFFECTIVE: 09-01-20 MODIFY CODE: LMTRL TRIAL LOAN MODIFICATION	
MIRGQR	5L0	08/11/2020	MOD INQ RECEIVED GEN QUERY FOR REVIEW	
MIWFR	5L0	08/11/2020	MOD INQUIRY WORKFLOW RECEIVED FOR REVIEW DOCUMENT REVIEW REQUIRED. REFER TO 2599389166 12 SERVICING LOSS MITIGATION DOCUMENTS - INBOUND 2020 0810 17:00:03 2020-08-10 17:00:03 LMIP (VMEGA) SERVICING RMA RECEIVED	
	(S0	08/11/2020		
	(S0	08/11/2020		
	(S0	08/11/2020		
	(S0	08/11/2020		
	(S0	08/11/2020		
	(S0	08/11/2020		
899	5DV	08/11/2020	STAGE COMPLETED BY BITB DOC GEN AND DOC GENERATED	
899	58G	08/10/2020	UC58G: FINANCIAL INFORMATION AS ON 8/10/2020 12:00:00 AM: MONTHLY INCOME = 0.00 MONTHLY EXPENSES = 575.13(INCLUDES MORTGAGE)	
	818	08/10/2020	NO CALL ATTEMPT. BITB INTERVIEW CONDUCTED BY UC818 REFER TO THE INTERVIEW NUMBER 1132.1681636	
LMDOCI	9VM	08/10/2020	LOSS MIT DOCUMENT IMAGED	
LMDOCR	9EV	08/10/2020	LOSS MIT DOCUMENT RECEIVED	

LMSCCP	5P1	08/10/2020	SPECIALIST CONFIRMED COMPLETED PKG	PHH000257
	8SP	08/10/2020		
	818	08/10/2020	STAGING COMPLETED - PARTIAL PKG RECEIVED	
	5V0	08/09/2020		
	5N5	08/07/2020		
FCINVA	71S	08/07/2020	VALUATION ORDER COMPLETED	
	(S0	08/07/2020		
	(S0	08/07/2020		
	(S0	08/07/2020		
	(S0	08/07/2020		
FCIMVA	SSL	08/06/2020		
	SSL	08/06/2020		
	6XR	08/06/2020	ANA LOAN DUE TO MOD REVIEW	
	SSL	08/06/2020		
	***	08/05/2020	ORIGINAL OWNER      CONDITION ON 080420      GUARDI	
082	7DL	08/05/2020		
FCHOLD	818	08/05/2020	ADDITIONAL STEPS COMPLETED	
LMADCM	80L	08/05/2020	LM DOC INTAKE REVIEW COMPLETED	
LMDOCC	80K	08/05/2020	MOD TRLNG DOCS EVAL COMPLETED	
LMMTRC	80L	08/05/2020	MOD TRLNG DOCS SENT FOR REVIEW	
NEPQ01	6EA	08/05/2020	1-MONTH PROJECTION OLD TAX AMT 99.82, NEW TAX AMT 96.36 OLD MTG INS 0, NEW MTG INS 0 OLD INS AMT 55.83, NEW INS AMT 58.67 OLD FLOOD INS 0, NEW FLOOD INS 0 PROJECTED DATE 09/05/2020 FORECASTED ESCROW SHORTAGE 309.98 FORECASTED ESCROW OVERAGE 0.00 FORECASTED ESCROW ADVANCE -	
NEPQ02	6EA	08/05/2020	2-MONTH PROJECTION OLD TAX AMT 99.82, NEW TAX AMT 96.36 OLD MTG INS 0, NEW MTG INS 0 OLD INS AMT 55.83, NEW INS AMT 58.67 OLD FLOOD INS 0, NEW FLOOD INS 0 PROJECTED DATE 10/05/2020 FORECASTED ESCROW SHORTAGE 465.01 FORECASTED ESCROW OVERAGE 0.00 FORECASTED ESCROW ADVANCE -	
NEPQ03	6EA	08/05/2020	3-MONTH PROJECTION OLD TAX AMT 99.82, NEW TAX AMT 96.36 OLD MTG INS 0, NEW MTG INS 0 OLD INS AMT 55.83, NEW INS AMT 58.67 OLD FLOOD INS 0, NEW FLOOD INS 0 PROJECTED DATE 11/05/2020 FORECASTED ESCROW SHORTAGE 620.04 FORECASTED ESCROW OVERAGE 0.00 FORECASTED ESCROW ADVANCE -	
NEPQ04	6EA	08/05/2020	4-MONTH PROJECTION OLD TAX AMT 99.82, NEW TAX AMT 96.36 OLD MTG INS 0, NEW MTG INS 0 OLD INS AMT 55.83, NEW INS AMT 58.67 OLD FLOOD INS 0, NEW FLOOD INS 0 PROJECTED DATE 12/05/2020 FORECASTED ESCROW SHORTAGE 775.07 FORECASTED ESCROW OVERAGE 0.00 FORECASTED ESCROW ADVANCE -	
NEPQ05	6EA	08/05/2020	5-MONTH PROJECTION OLD TAX AMT 99.82, NEW TAX AMT 96.36 OLD MTG INS 0, NEW MTG INS 0 OLD INS AMT 55.83, NEW INS AMT 58.67 OLD FLOOD INS 0, NEW FLOOD INS 0 PROJECTED DATE 01/05/2021 FORECASTED ESCROW SHORTAGE 930.10 FORECASTED ESCROW OVERAGE 0.00 FORECASTED ESCROW ADVANCE -	
SEAHTC	6EA	08/05/2020	ESCROW PROJECTIONS COMPLETED FOR MODS DONE IN BITB	
SLNOAC	80K	08/05/2020	NO ACTION REQUIRED COMPLETE PACKAGE LETTER HAS ALREADY SENT.	
SPFREC	SSL	08/05/2020	FEES AND COSTS REQUEST RAISED	
VALAOP	7RH	08/05/2020	VALUATION ORDER PLACED	
	(S0	08/05/2020		
	(S0	08/05/2020		
	(S0	08/05/2020		
	(S0	08/05/2020		

[REDACTED]

LOSS MIT DOCUMENT IMAGED

LOSS MIT DOCUMENT IMAGED

LOSS MIT DOCUMENT RECEIVED

LOSS MIT DOCUMENT RECEIVED

LOSS MIT DOCUMENT RECEIVED

MOD NEW APP EVAL COMPLETED

[REDACTED]

REVIEW LOAN STATUS FOR UPCOMING MEDIATION THE COURT HAS SET THIS MATTER FOR A TELEPHONE MEDIATION TO TAKE PLACE ON 8/7/20 AT 9:30 AM EST

SPECIAL INSTRUCTIONS FOR THE ORDER

TAX DEPARTMENT GENERAL COMMENTS PAYEE: 341390000 AGENCY: RICHLAND COUNTY INST: 2 ADJUSTED REASON: FLUCTUATING CHANGE STANDARD ELD : 07/10/2020 ADJUSTED DATE :07/15/2020 TENTATIVE BILL RELEASE DATE IF AVAILABLE:06/01/2020

[REDACTED]

HELD DATE: 8/3/2020 RESULT: MEDIATION HELD WITH MAGISTRATE & BORROWER: CONFIRMED WE RECEIVED 2 EMAILS WITH FINANCIALS BUT NOT FINANCIAL WORKSHEET/RMA, 4506T, OR INCOME VERIFICATION. BORROWER SAID SHE SENT IN 3 EMAILS & WILL SEND US THE MISSING DOCS TODAY. SHE ADVISED THE THE COURT HAS SET THIS MATTER FOR A TELEPHONE MEDIATION TO TAKE PLACE ON 8/7/20 AT 9:30 AM EST

~ RESPONSE BY DATE 08/11/20

~ RESPONSE BY DATE 08/14/20

LM DOC INTAKE REVIEW COMPLETED

LOSS MIT DOCUMENT IMAGED

LOSS MIT DOCUMENT RECEIVED

MOD NEW APP SENT FOR REVIEW

(S) 08/05/2020

(S) 08/05/2020

(S) 08/05/2020

(S) 08/05/2020

(S) 08/05/2020

(S) 08/05/2020

59P 08/04/2020

58A 08/04/2020

9DN 08/04/2020

9VM 08/04/2020

91R 08/04/2020

9EV 08/04/2020

9HA 08/04/2020

818 08/04/2020

59P 08/04/2020

59P 08/04/2020

818 08/04/2020

SG3 08/04/2020

(S) 08/04/2020

(S) 08/04/2020

(S) 08/04/2020

(S) 08/04/2020

(S) 08/04/2020

(S) 08/04/2020

(S) 08/04/2020

58A 08/04/2020

59P 08/04/2020

818 08/04/2020

818 08/04/2020

5AH 08/03/2020

9RV 08/03/2020

9HA 08/03/2020

5AH 08/03/2020

FCMDDT

FCMHCT

LMDOCI

LMDOCI

LMDOCR

LMDOCR

LMDOCR

LMMDIC

MEDFEE

MEDSTA

SPINST

TAXU01

LMDOCC

LMDOCI

LMDOCR

LMMDNR



[REDACTED]

REVIEW LOAN STATUS FOR UPCOMING MEDIATION HEARING SCHEDULE FOR 08/03/2020 @11:00 A M

[REDACTED]

MEDIATION HEARING SCHEDULE FOR 08/03/2020 @11:00 A M

[REDACTED]

	(S)	08/03/2020
	(S)	08/03/2020
	(S)	08/03/2020
	(S)	08/03/2020
	(S)	08/03/2020
	(S)	08/03/2020
	(S)	08/03/2020
	(S)	08/03/2020
	(S)	08/03/2020
	(S)	08/03/2020
	(S)	08/03/2020
	(S)	07/30/2020
FCMDDT	58A	07/27/2020
MEDSTA	58A	07/27/2020
	(S)	07/27/2020
	(S)	07/27/2020
	(S)	07/27/2020
	(S)	07/27/2020
	58A	07/27/2020
	(S)	07/24/2020
CFMGUP	5ZP	07/23/2020
FCFBHA	5ZP	07/23/2020
FCMAIL	5GK	07/23/2020
FCMHCT	58A	07/23/2020
	(S)	07/23/2020
	(S)	07/23/2020
	(S)	07/23/2020
	(S)	07/23/2020
	(S)	07/23/2020
	58A	07/23/2020
	(S)	07/22/2020
	(S)	07/22/2020
	(S)	07/22/2020

(S)	07/22/2020	
(S)	07/22/2020	
(S)	07/22/2020	
(S)	07/20/2020	
(S)	07/20/2020	
(S)	07/20/2020	
(S)	07/20/2020	
941	07/15/2020	***
082	07/13/2020	***
	07/09/2020	4E4
AFQCFN	07/08/2020	5EG
TAXU01	07/07/2020	SG4
082	07/06/2020	***
TAXU01	06/30/2020	SG3
LTINVA	06/18/2020	8XN
	06/18/2020	(S)
MEDSTA	06/17/2020	59P
	06/17/2020	(S)
	06/17/2020	(S)
	06/17/2020	(S)
941	06/15/2020	***
FCMDDT	06/15/2020	59P
MEDSCT	06/15/2020	59P
	06/15/2020	(S)
	06/15/2020	(S)
	06/15/2020	(S)
	06/15/2020	59P
TAXU01	06/11/2020	SG4
CFMGUP	06/10/2020	50S
CFMGUP	06/10/2020	5ZP
FCFBHA	06/10/2020	50S
FCFBHA	06/10/2020	50S
FCFBHA	06/10/2020	5ZP

REPORTED TO MI COMPANY (S-23K)

ORIGINAL OWNER CONDITION ON 07/10/20 GUARDI

EDI RECEIVED STATE FARM FIRE &amp; CASUALTY, POLICY 3 5PT33533, PREM DUE \$704.00. SUSPENDED DUE TO PAYM ENT WILL BE MADE THROUGH 820 DAILY WIRE PROCESS. S FL HIPC

TAX DEPARTMENT GENERAL COMMENTS PAYEE: 341390000 AGENCY: RICHLAND COUNTY INST: 2 A DJUSTED REASON: FLUCTUATING CHANGE STANDARD ELD :0 7/10/2020 ADJUSTED DATE :07/15/2020 TENTATIVE BILL RELEASE DATE IF AVAILABLE:06/01/2020  
ORIGINAL OWNER CONDITION ON 07/05/20 ALTISCTAX DEPARTMENT GENERAL COMMENTS PAYEE: 341390000 AGENCY: RICHLAND COUNTY INST: 2 ADJUSTED REASON: FLUCTUATING CHANGE STANDARD ELD : 07/10/2020 ADJUSTED DATE :07/15/2020 TENTATIVE BILL RELEASE DATE IF AVAILABLE: 06/01/2020  
LITIGATION INVOICE APPROVED VENDOR NAME- CLUNK, HOOSE CO., LPA INVOICE # 543637 INV AMT\$ 30

REPORTED TO MI COMPANY (S-23K)

TELEPHONIC MEDIATION IS SCHEDULED THE COURT HAS SET THIS MATTER FOR A TELEPHONE SETTLEMENT CONFERENCE TO TAKE PLACE ON 7/20/20 AT 10:30 AM EST.

TAX DEPARTMENT GENERAL COMMENTS PAYEE :341390000 AGENCY: RICHLAND COUNTY INST: 2 A DJUSTED REASON: FLUCTUATING CHANGE INST: 2 STANDARD ELD :07/10/2020 ADJUSTED DATE :07/15/2020 TENTATIVE BILL RELEASE DATE IF AVAILABLE:06/01/2020

CONFIDENTIAL

	(S)	06/10/2020	
	(S)	06/10/2020	
	(S)	06/10/2020	
	(S)	06/10/2020	
	(S)	06/10/2020	
	(S)	06/10/2020	
	(S)	06/09/2020	
	(S)	06/09/2020	
	(S)	06/09/2020	
	(S)	06/09/2020	
	(S)	06/09/2020	
	(S)	06/09/2020	
082	***	06/05/2020	ORIGINAL OWNER      CONDITION ON 060420    ALTISC
	(S)	06/05/2020	
	(S)	06/05/2020	
082	***	06/03/2020	ORIGINAL OWNER      CONDITION ON 050820    ALTISC
LTINVA	8MJ	05/28/2020	
	(S)	05/26/2020	
	(S)	05/18/2020	
	(S)	05/18/2020	
941	***	05/15/2020	REPORTED TO MI COMPANY (S-23K)
	(S)	05/15/2020	
	(S)	05/15/2020	
	(S)	05/15/2020	
	(S)	05/15/2020	
	(S)	05/15/2020	
	(S)	05/15/2020	
	(S)	05/15/2020	
	(S)	05/15/2020	
	(S)	05/15/2020	
	(S)	05/15/2020	

082	(S0	05/14/2020	ORIGINAL OWNER				CONDITION ON 040520	ALTISC
	(S0	05/14/2020	ORIGINAL OWNER				CONDITION ON 050820	ALTISC
005	BF1	05/07/2020	INBOUND RPC					'DISCSD LOSS MIT
	BF1	05/07/2020	INBOUND RPC					'DISCSD LOSS MIT
CSCPAS	WEB	05/07/2020	BORROWER; COMPLETED VERIFICATION. VERIFIED ANGELA RUCKMAN. CUSTOMER TYPE: BORROWER.					
ENDS	BF1	05/07/2020	CALL ENDED WITH REPRESENTATIVE					
NEPSIV	IV2	05/07/2020	IVR / PHONE MENUS SYSTEM AUTHENTICATED IN IVR - LOANNUMBER:7092845853 ?INTERACTIONID:FCB68D09-B342-4E6E-ACB7-D9552DB9B93					
PHI	BF1	05/07/2020	9?CONTACTPOINT:+18888206474?ANI:+18003552227 ON 05 /07/2020 12:01					
PHI	WEB	05/07/2020	INBOUND CALL SPOKE TO CUST SHE ALSO HAD THIRD PARTY ASHLEY ON T HE LINE AND GAVE AUTHORISATION FOR THIS ONE PARTIC ULAR CALL TO DISCUSS TEH AC INFO CALLED IN TO KNOW MOD STATUS INFORMED NO MOD IN REVIEW GAVE FC STAT US AND WANTED TO KNOW TEH TOTRA ADVISED TO SPEAK T O FC					
ERPREF	(S0	05/06/2020	INBOUND CALL AGENT ID: POOJARSO NOTES: INBOUND CALL.					
	5LZ	05/01/2020	NPV RESULTS SYSTEMNPV = \$57057.71 ON 04/23/2020 11:00					
ERPREF	5LZ	05/01/2020						
TSINVA	8XO	05/01/2020						
FCINVA	5N5	04/29/2020						
SDNPVA	BIS	04/23/2020						
AFFSIG	5GL	04/21/2020						
SFCMVR	(S0	04/21/2020						
	5D7	04/20/2020						
FCINVA	9K4	04/20/2020						
941	8XM	04/17/2020	REPORTED TO MI COMPANY (S-23K)					
CFMGUP	50S	04/16/2020						
FCFBHA	50S	04/15/2020						
TSINVA	(S0	04/15/2020						
	(S0	04/15/2020						
FCNOTE	8XO	04/14/2020						
	59J	04/13/2020						
	(S0	04/13/2020						
	(S0	04/13/2020						

(S0)	04/13/2020	
(S0)	04/09/2020	
(S0)	04/09/2020	
(S0)	04/09/2020	
CFGAMO	5ZP	04/08/2020
SDNPVA	MAH	04/07/2020
	(S0)	04/07/2020
082	***	04/06/2020
FCNOTE	59J	04/06/2020
	(S0)	04/06/2020
	(S0)	04/02/2020
IMGCMP	8GU	03/28/2020
	(S0)	03/28/2020
	(S0)	03/28/2020
	(S0)	03/28/2020
	(S0)	03/28/2020
PRGRQX	71K	03/20/2020
PRGRQX	71K	03/19/2020
PRGRQX	71K	03/18/2020
PRGRQX	71K	03/17/2020
941	***	03/16/2020
PRGRQX	71K	03/16/2020
PRGRQX	71K	03/16/2020
FCINVA	8XB	03/13/2020
082	***	03/12/2020
082	***	03/12/2020
PRGRQX	71K	03/12/2020
TSINVA	9BK	03/11/2020
PRGRQV	71K	03/10/2020
TAXU01	SG3	03/10/2020
	(S0)	03/09/2020
	(S0)	03/09/2020
	(S0)	03/09/2020

NPV = \$56603.78

ORIGINAL OWNER CONDITION ON 040520 ALTISC

ACTION TAKEN BASED ON IMAGE/FAX DETAILS RECEIVED BK CLOSED

PROPERTY REGISTRATION REQUEST CANCELLED DOES NOT QUALIFY AS PER FIRST LEGAL ZIP CODE MATR IX

PROPERTY REGISTRATION REQUEST CANCELLED DOES NOT QUALIFY AS PER FIRST LEGAL ZIP CODE MATR IX

PROPERTY REGISTRATION REQUEST CANCELLED DOES NOT QUALIFY AS PER FIRST LEGAL ZIP CODE MATR IX

PROPERTY REGISTRATION REQUEST CANCELLED DOES NOT QUALIFY AS PER FIRST LEGAL ZIP CODE MATR IX

REPORTED TO MI COMPANY (S-23K)

PROPERTY REGISTRATION REQUEST CANCELLED DOES NOT QUALIFY AS PER FIRST LEGAL ZIP CODE MATR IX

PROPERTY REGISTRATION REQUEST CANCELLED MUNICIPALITY HAS NO ORDINANCE

ORIGINAL OWNER CONDITION ON 021520 ALTISC

ORIGINAL OWNER CONDITION ON 031020 ALTISC

PROPERTY REGISTRATION REQUEST CANCELLED DOES NOT QUALIFY AS PER FIRST LEGAL ZIP CODE MATR IX

PROPERTYREGISTRATIONREQUEST SENT FOR VENDOR REVIEW

TAX DEPARTMENT GENERAL COMMENTS PAYEE:341390000 AGENCY:RICHLAND COUNTY ADJUSTED R EASON: FLUCTUATING CHANGE INST:1 STANDARD ELD : 03/06/2020 ADJUSTED DATE :03/04/2020 TENTATIVE BILL RELEASE DATE IF AVAILABLE: 01/13/2020

CONFIDENTIAL

(S)	03/06/2020
(S)	03/04/2020
(S)	03/03/2020
(S)	03/03/2020
(S)	03/02/2020
59W	02/28/2020
(S)	02/28/2020
(S)	02/28/2020
(S)	02/28/2020
(S)	02/28/2020
(S)	02/28/2020
9B4	02/27/2020
(S)	02/24/2020
(S)	02/24/2020
(S)	02/21/2020
(S)	02/20/2020
(S)	02/20/2020
(S)	02/20/2020
(S)	02/20/2020
941	02/18/2020
(S)	02/18/2020
082	02/17/2020
TAXU01	02/14/2020
(S)	02/12/2020
(S)	02/10/2020
(S)	02/10/2020
(S)	02/10/2020
(S)	02/10/2020
(S)	02/10/2020
(S)	02/10/2020
(S)	02/10/2020
(S)	02/06/2020
(S)	02/06/2020

FCNOTE

941

082

TAXU01

~ PER REVIEW OF PHH MORTGAGE BUSINESS RECORDS, PHH MORTGAGE IS CURRENTLY IN POSSESSION OF THE ORIGINAL NOTE THE ORIGINAL NOTE IS CURRENTLY BEING HELD AT: PHH MORTGAGE: 5720 PREMIER PARK DRIVE WEST PALM BEACH FL 33407

REPORTED TO MI COMPANY (S-23K)

ORIGINAL OWNER CONDITION ON 021520 ALTISC

TAX DEPARTMENT GENERAL COMMENTS PAYEE: 341390000 AGENCY NAME: RICHLAND COUNTY ADJUSTED REASON:FLUCTUATING CHANGE INSTALLMENT:1 STAND ARD ELD: 03/06/2020 ADJUSTED DATE :03/04/2020 TENT ATIVE BILL RELEASE DATE IF AVAILABLE:01/13/2020

CONFIDENTIAL

PHH000265

[REDACTED]

PLEASE VERIFY IF PHH MORTGAGE, EITHER DIRECTLY OR THROUGH A CUSTODIAN, IS IN POSSESSION OF THE ORIGINAL NOTE. THANK YOU

[REDACTED]

MIL NONACTIVE

REVIEW COMPLETED BY NTC - NOTE REVIEWED WITH DOC ID: 2389919379

REPORTED TO MI COMPANY (S-23K)

NPV = \$54981.9

ORIGINAL OWNER      CONDITION ON 010720    ALTISC

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S07	02/04/2020
S07	02/04/2020
S07	02/04/2020
70T	02/04/2020
70T	02/04/2020
71E	01/21/2020
9GD	01/20/2020
***	01/15/2020
SRI	01/15/2020
***	01/08/2020

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